

ACAT APPLICATION PACK

Residential Tenancies Act 1997 (ACT) — ACT Civil and Administrative Tribunal (ACAT)

The escalation step when prior requests are ignored — the free Conflict Resolution Service first for neighbour disputes, then ACAT

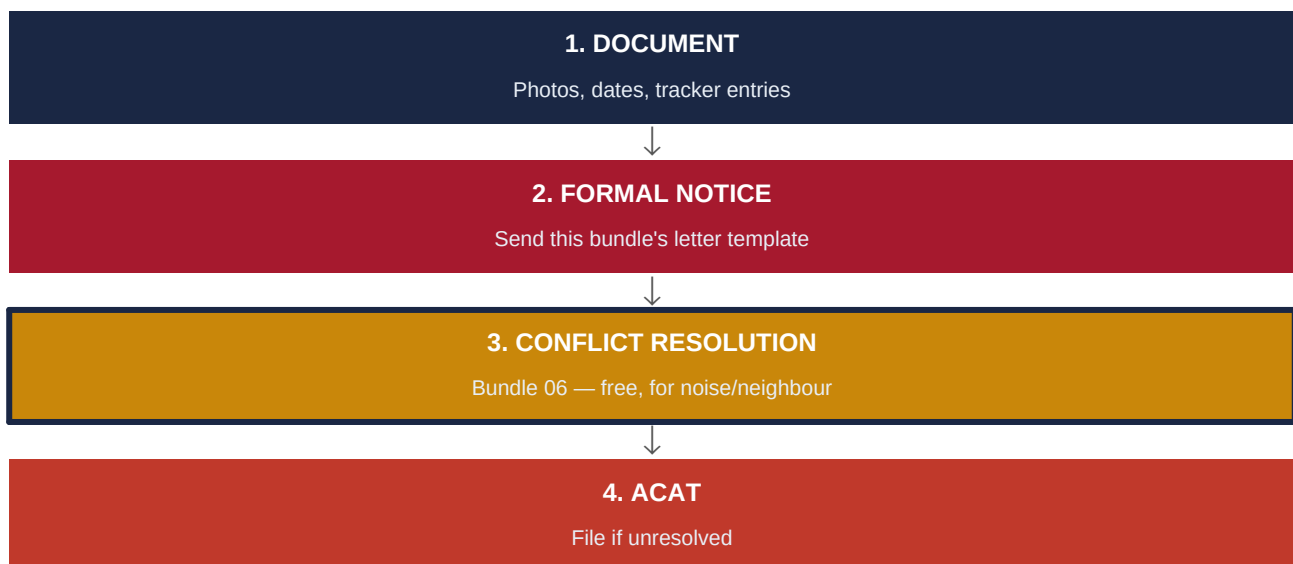
WHEN TO USE THIS BUNDLE

Use this bundle whenever a dispute under any other bundle in this system has not been resolved through direct negotiation and needs to escalate — repairs, quiet enjoyment, entry notices, rent increases, or any other breach.

KNOW THE LAW — ESCALATING BEYOND DIRECT NEGOTIATION

Unresolved ACT tenancy disputes are heard by the ACT Civil and Administrative Tribunal (ACAT) under ss.72–84 of the RTA 1997. For noise and neighbour disputes specifically, the free Conflict Resolution Service (6189 0590) is a useful first step before ACAT.

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



The highlighted box shows where this bundle fits in the journey.

06

STEPS TO SUCCESS

ACT — ACAT

Residential Tenancies Act 1997 (ACT) — ACT Civil and Administrative Tribunal (ACAT)

01 Confirm you have a documented paper trail

You should have at least two prior written requests that were ignored or not properly addressed.

02 Contact the Conflict Resolution Service for neighbour/noise disputes

Call 6189 0590 for free dispute coaching and mediation — most disputes never need to reach ACAT.

03 Build your Evidence Index

One row per exhibit, numbered, in chronological order — photos, emails, invoices. This is the first document you present at ACAT.

04 File at ACAT if unresolved

ACAT is a low-cost, accessible tribunal designed for self-represented parties.

05 Log every step in the Escalation Log

Record the dispute type, prior requests, outcome, and next step.

IF YOU NEED TO ESCALATE — WHAT ACAT CAN ORDER

ACAT can order compliance, repairs, compensation, and bond release. It is a simplified, accessible process designed for self-represented parties.

★ GOOD TO KNOW — BOND DISPUTES FOLLOW A DIFFERENT PATH

Bond disputes go through the bond release provisions (ss.33–35) before any ACAT application — see Bundle 13 for the specific bond process.

■ CRITICAL — CONFLICT RESOLUTION SERVICE FIRST FOR NEIGHBOUR DISPUTES

For noise and neighbour matters specifically, the free Conflict Resolution Service is the expected first step before any ACAT application — for other tenancy disputes you can apply to ACAT directly.

■ CRITICAL — BUILD YOUR EVIDENCE INDEX AS YOU GO

A numbered, chronological Evidence Index is expected at ACAT — don't leave it until the last minute.

TEMPLATE — ACAT APPLICATION COVER LETTER

ACT — ACAT

Residential Tenancies Act 1997 (ACT) — ACT Civil and Administrative Tribunal (ACAT)

1. COPY

Copy the letter below into a new email

2. FILL

Replace every **[bracketed]** field with your details

3. SEND

Email it — request a read receipt, save a copy

Fill in every **[bracketed]** field. Use this as your cover letter/evidence summary when filing at ACAT.

SUBJECT:

SUMMARY OF DISPUTE — TENANCY MATTER: **[Insert Property Address]**

I am writing to summarise an unresolved tenancy dispute at the above-referenced property, in preparation for an application to ACAT.

1. NATURE OF DISPUTE

- Dispute Type: **[e.g., unresolved repair request]**
- Prior Requests: **[Insert dates of prior written requests, e.g., 14/06/2026 and 21/06/2026]**

2. EVIDENCE

- A chronological Evidence Index is attached, itemising all correspondence and evidence relevant to this dispute.

3. OUTCOME SOUGHT

- I am seeking: **[e.g., completion of the outstanding repair within 14 days]**.
- If this matter is not resolved, I intend to apply to ACAT.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]